Your hello**spoke** contact center subscription features

VIRTUAL CONTACT CENTER

The virtual contact center allows tenants on a cloud platform to manage and use agents in multiple locations as a single entity, provides every agent with all functions and features, and enables seamless call routing and transferring across the organization. The virtual contact center enables rapid and cost-effective deployment with less complexity and cost than in other contact center environments.

UNITY

All major functions – ACD, IVR, CTI, administration and reporting, recording, and predictive dialing – reside on the same platform. All contact channels – telephone, email, voice mail, chat, call backs – can be routed, monitored and reported upon in a unified way. Thus, no separate middleware platform is needed. All relevant information is automatically passed along throughout the full life of the interaction. A single Agent GUI serves all contact channels. And a single graphical call flow definition tool controls the IVR, CTI and ACD for all interaction channels.

Unity reduces the cost of integration, speeds implementation, streamlines operations, and reduces the cost of management and maintenance. Perhaps more important, it enhances the quality of customer care because it enables organizations to accommodate the fluctuating communications preferences of different generations.

INTEGRATABILITY

Incorporating relevant business applications – such as CRM, ERP or in-house back-office programs – with your contact center reduces human latency and provides agents with the right information at the point of customer contact, resulting in a more streamlined business processes and higher levels of customer satisfaction.

SCALABILITY

Users can quickly and dynamically scale their contact center up or down, to adapt to changing business requirements.

RELIABILITY

The platform is highly resilient and uses a combination of n+1 redundancy and mirroring technology supporting geographic redundancy over multiple data centers to achieve high scalability and fault tolerance to meet the stringent requirements of all customers. Down time is not an option!

Contact center features

User Interface
FEATURES

One UI for all media

Browser independent

Build in softphone

Build in email client

Multi-chat interface

Canned Phrases

Keyboard shortcut

Voicemails

Callback

Wrap-up

N-way conferencing

Assistance request

Mini wallboard

Multiple monitor support

Build in user guide

Auto-update for user software

Highly customizable

Extendable framework

Multi-language support

Supervisor Interface
FEATURES

Silent monitoring, whisper and barge-in

Phone-based monitoring

Instant messaging

Remote log off

Real time view of all contact center activities

Dashboard

Historical reporting

Telephone Call
FEATURES

Inbound

Outbound

Interactive voice response

Multiple options for telephone call delivery

Outbound dialing: preview, progressive, predictive and IVR

Scheduled and immediate callback

Internal "on net" calls

Chat
FEATURES

Universal queue routing

Open chat API

Multiple chat

Canned phrases Screen pop with browsing session history

Callback
FEATURES

Caller information

Scheduling

Immediate calling

System generated callbacks

Agent initiated callback

Open callback API

Reporting
FEATURES

Dashboard

Historical reporting and data

Analytical reporting application

Wallboard

Mini Wallboard

Dialer
FEATURES

Use any external database

Highly scalable

Multiple simultaneous campaigns

Answering machine and tone detection

Fax machine detection

Automatic pacing

Intelligent call management

Configurable dialing parameters

Secondary dial

Dynamic caller ID and caller name

Recoded message delivery with IVR

Immediate hang-up on abandoned calls

User defined callback

Coordinated wrap-up codes

Messaging call
FEATURES

Unlimited messages handled

Destination-based routing by email address

Integrated message viewer

Folder view and pull capabilities

Defer messages

Canned responses

Auto-response and suggested reply

Screen pop

Unified reports and real time statistics

Integration capabilities

Voicemail capabilities